



**STATE OF NEVADA
LEGISLATIVE COUNSEL BUREAU
INFORMATION TECHNOLOGY SERVICES UNIT**



Position: Support Services Technician

Type/Salary: Full-Time, Grade 35 (\$49,777 - \$73,956 DOE)

Salary based on Employee/Employer paid retirement

Location: Carson City, NV (on-site)

Submittal Deadline: Monday, June 3, 2019 at 5 p.m.

Legislative Counsel Bureau

Nevada Legislature

401 S. CARSON STREET

CARSON CITY, NEVADA 89701

Job Description

The Support Services Technician provides support to the Legislative Counsel Bureau, Legislators and staff by answering and resolving computer and technically related service requests. Incumbents may perform duties in one or more IT specialization areas depending on the needs of the agency and report to the manager of the Support Services group of the Information Technology Services (ITS) unit of the Administrative Division.

EXAMPLE OF DUTIES & RESPONSIBILITIES:

- Answer and log incoming calls to the ITS Help Desk;
- Resolve hardware, software and printer issues;
- Install hardware and software;
- Assisting with passwords and user profiles;
- Train users in basic personal computer and software operation;
- Develop procedural and software documentation;
- Respond to requests via email or telephone;
- Provide timely, onsite support;
- Provide service to walk in customers;
- Establish and maintain good customer relations;
- Maintain laptop computer settings and software;
- Troubleshoot laptop computer wireless connections;
- Provide high quality customer service through courteous, prompt and accurate communications;
- Provide follow up with customers to ensure satisfactory resolution of service requests;
- Analyze and develop various solutions to difficult problems;
- Other duties as assigned.

KNOWLEDGE OF:

- Microsoft Office 2016;
- Windows 10, Microsoft Server;
- Various research, reporting, and search tools.

ABILITY TO:

- Work well with others and work efficiently on a team;
- Possess a friendly presence and helpful attitude; maintain good interpersonal skills;
- Demonstrate exceptional phone skills and a professional demeanor;
- Communicate effectively with customers, both technical and non-technical;
- Understand and contribute to functional requirements and translate them into technical design and development projects;
- Resolve discrepancies between requirements and policies, standards, and procedures;
- Provide a strong customer service focus with a willingness to follow through;
- Maintain confidentiality of information;

- Productively handle changing priorities;
- Quickly adapt to new situations and challenges;
- Exercise patience and professionalism during stressful situations;
- Learn and retain new skills quickly and effectively;
- Define complex problems and select the best course of action;
- Visualize a problem or situation and think abstractly to solve;
- Pay attention to detail with a high degree of accuracy.

It is important that the candidate understands that the LCB works in a legislative cycle comprising 120 days of session that occurs every two years with the period in between being called the “interim”. During the interim, extended hours of overtime may be expected for preparation of the next session. During session, extended hours of overtime is expected and a flexible schedule is required to allow the LCB to provide high customer service to the Nevada Legislature.

Minimum Qualifications

- High school diploma or general education degree (GED) equivalent;
- A Bachelor degree is preferred, but not required;
- Three years of customer service/support experience in the IT field;
- Ability to lift 40 lbs.;
- Able to provide extended hours of support during the legislative session and on-call support on a rotating basis.

The Fine Print

This job description provides a list of the range of duties performed by employees who hold this position. It does not list all of the duties of the job. To meet the needs of the Administrative Division, an employee in this position may be asked by supervisors to perform other duties in addition to or in lieu of those set forth herein. An employee in this position will be evaluated in part based on the performance of the tasks listed in this job description. The Administrative Division has the right to revise this job description at any time. The job description is not a contract for employment.

Benefits

Benefits include health and dental insurance, separate annual and sick leave and paid holidays after appropriate waiting periods. Other optional benefits are also available, including a deferred compensation program.

An explanation of the retirement options and information regarding state retirement benefits may be accessed at <http://nvpers.org/>.

A description of the current health and dental benefits provided to all state employees is available at <https://pebp.state.nv.us/plans/plan-benefits-documents/>.

Application Process

The Legislative Counsel Bureau (LCB) is the central non-partisan staff agency serving to support the legislative branch of government and collectively serves the Nevada Legislature. The LCB invites interested applicants to fully familiarize themselves with the above outlined duties, abilities, and job functions. Applicants selected for an interview will be administered a Skills Based Test as part of the interview process. Applicants may be subject to a background check.

The LCB application is located at: <http://www.leg.state.nv.us/App/CareerOpenings/A/>.

All applicants must submit an LCB Employment Application, a cover letter, and a current résumé. Email may be used to transmit your application, letter and résumé. Please utilize a Word or PDF format and send to kkruise@lcb.state.nv.us. Applications may be dropped off in person to Room 1140 of the Nevada Legislature or mailed to:

Legislative Counsel Bureau
Attn: Ken Kruse
Information Technology Services
401 S. Carson Street
Carson City, NV 89701-4747

For questions about the application process please contact Ken Kruse at 775-684-6966.

NOTE: The Legislative Counsel Bureau is an Equal Opportunity Employer and does not discriminate on the basis of race, creed, color, national origin, sex, sexual orientation, gender identity or expression, age, political affiliation or disability.

(Revised 5/17/2019)